

**State of Connecticut
Department of Social Services
Job Opportunity**

Eligibility Services Specialist

Posting Date: December 16, 2014

Closing Date: December 23, 2014

[PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!](#)

The Department of Social Services is currently accepting applications for the job classification of Eligibility Services Specialist. This position will be located in our Waterbury Regional Office.

Open To: State Employees ON CURRENT EXAM LIST OR LATERAL TRANSFER

Eligibility Requirement: Candidates must have taken and passed the Eligibility Services Specialist exam and be on the current certification list promulgated by the Department of Administrative Services for this classification. State employees currently holding the above title or those who have previously attained permanent status may apply. Applicants will not have the opportunity to take the exam prior to the above closing date to qualify for this particular vacancy.

Position: Eligibility Services Specialist

**Position Numbers: WTB079455
WTB085174
WTB034541**

Salary Range: \$54,790.00 - \$68,416.00 (SH-20)

Bargaining Unit: Social and Human Services (p-2)

Hours: 8:00am – 4:30pm or 8:30am – 5:00pm, Monday through Friday

Location: 249 Thomaston Ave, Waterbury, CT 06702

Unit: Service/Processing Center & Benefits Center

DUTIES AND RESPONSIBILITIES:

This is an advanced working level class. Incumbents may serve as a working supervisor of lower level staff providing eligibility services to agency clients, and/or may provide specialized client services designed to foster client independence within designated client programs. Plans unit workflow and determines priorities; schedules, assigns, oversees and reviews work; establishes and maintains unit procedures; provides staff training and assistance including monitoring and assessing current and projected needs; provides technical and procedural support to staff; conducts or assists in conducting performance evaluations; acts as liaison with operating units, agencies and outside officials such as third party providers, social services agencies and attorneys regarding unit policies and procedures; makes recommendations on policies or standards; prepares reports and correspondence; acts as liaison with Eligibility Services Supervisor concerning unit training needs, practical program implementation problems and effectiveness of unit workflow procedures; acts as unit policy specialist in difficult, unusual and/or complex case resolution; facilitates the resolution of systems and data problems; provides eligibility services and/or vocational services to clients assigned to individual caseload; conducts in-depth interviews with applicants experiencing difficulty in meeting program eligibility requirements; evaluates clients' financial needs and stabilizes economic situation by providing necessary assistance and

ELIGIBILITY SERVICES SPECIALIST

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services; periodically reviews eligibility to ensure correct benefits level; may be responsible for agency components of client Independence Plans; conducts comprehensive social services assessment to identify potential barriers to employability; provides necessary eligibility, employment and supportive services to reduce barriers and promote self-sufficiency; may provide client orientation to agency programs and support services; monitors client progress with employability plan and takes appropriate actions including conciliation and/or sanctioning; may make presentations within agency and/or community; performs related duties as required.

Minimum Qualifications Required: Knowledge, Skill & Ability:

Considerable knowledge of and ability to interpret and apply relevant agency policies and procedures; considerable knowledge of and ability to interpret and apply relevant state and federal laws, statutes and regulations; considerable knowledge of available community support and social services resources; considerable knowledge of common individual and/or family financial practices and investments; considerable knowledge of Eligibility Management System; knowledge of counseling and interviewing techniques; knowledge of employment problems of economically disadvantaged and issues which are barriers to employment; interpersonal skills; oral and written communication skills; interviewing skills; problem solving skills; training ability; ability to maintain client records and prepare reports; some supervisory ability.

Strongly Recommended:

Experience in processing generalist work, including cash, SNAP and medical applications, redeterminations and interim work. Experience in processing of SNAP applications and related programs within program timelines. Strong proficiency in the utilization of business systems, e.g., EMS and CONNECT. Excellent interpersonal skills are necessary

Note: The filling of this position will be in accordance with State reemployment/SEBAC, transfer, promotion, and merit employment rules.

APPLICATION PROCEDURE: Candidates who meet the above requirements should forward a completed State of Connecticut Application for Examination or Employment (CT-HR-12). The CT-HR-12 Application Form may be downloaded from the State of Connecticut's Department of Administrative Services Human Resources Website at: [www.das.state.ct.us/exam/default.asp#APPLICATION FORMS](http://www.das.state.ct.us/exam/default.asp#APPLICATION_FORMS). Please **mail** your completed State of Connecticut Application for Examination or Employment (CT-HR-12), cover letter and three (3) supervisory reference letters (*State employees must submit their two (2) most recent Performance Appraisals in lieu of references and a copy of your attendance record for the past 2 years*) **in duplicate** to:

**Department of Social Services
Human Resources Division
55 Farmington Avenue, 5th Floor
Hartford, CT 06105
Attn: Christine Rindos**

Due to the large volume of applications received, we are unable to confirm receipt of applications.

~PLEASE BE ADVISED THAT HAND-DELIVERED APPLICATIONS WILL NOT BE ACCEPTED~

~TWO (2) COMPLETE SETS OF ALL APPLICATION MATERIALS MUST BE SUBMITTED~

All applications must be postmarked by **December 23, 2014**.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.